

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007
SUBJECT: Business Continuity	SECTION: BC 1.3

SUBTITLE: CRSA Business Continuity and Recovery Plan Contents, Annual Review, Training, and Testing

POLICY:

It is the policy of CRSA to perform consistent and timely training, testing and review of the CRSA Business Continuity and Recovery Plan in accordance with contract requirements.

PROCEDURE:

- 1) CRSA Business Continuity and Recovery Plan – Contents and Annual Review:
 - a) CRSA will include in the CRSA Business Continuity and Recovery Plans planning and training for all the elements as defined and listed in the Business Continuity and Recovery Plan policy (Policy 104 of the AHCCCS Contractor Operations Manual) including:
 - i. Contingencies for events at CRSA's main place of business:
 1. Loss of phone system including electronic failure;
 2. Complete loss of building (main site and any satellite sites);
 3. Loss of computer system/records or networks;
 - ii. Contingencies for events for patient care at CRS Regional Contractors main place of business:
 1. Loss of major CRS provider/ Healthcare/CRS facility closure;
 2. Loss of CRS Regional Contractor;
 3. CRSA monitoring of CRS Regional Contractors Business Continuity and Recovery Plan;
 - iii. Other contingency elements:
 1. Communication with AHCCCS and key customers in the event of a business disruption;
 2. Staff training on the CRSA Business Continuity and Recovery Plan;
 3. Periodic testing of the CRSA Business Continuity and Recovery Plan, at least annually;
 4. Impact of Loss;
 5. Key Customer Priorities for CRSA (including Capitation/invoice processing, Eligibility & Enrollment/ Encounter reporting, Monitoring and oversight, Oversight of Clinical Services, Investigating & Coordinating Grievance &

- Appeals, and Investigating & Coordinating Quality of Care Concerns/Issues);
 - 6. Percentage of recovery;
 - 7. Timelines for recovery of key customer priorities;
 - 8. Key actions required to meet timelines; and
 - 9. Contractor and Staff contact/call listing.
 - b) The Business Continuity and Recovery Plan will be reviewed annually. Revisions will be made as necessary based on the review.
 - c) By July 15th of each year, CRSA will submit a summary of the CRSA Business Continuity and Recovery Plan to AHCCCS.
- 2) CRSA Business Continuity and Recovery Plan – Training:
- a) To ensure all staff is made aware of the Business Continuity and Recovery Plan CRSA will provide training a minimum of one time per year.
 - b) Mandatory training will be provided to key staff. Training will be covered in depth using the training plan that addresses the education of staff in their role during specific disruptions/contingencies and resumption of critical customer services. Training will be provided once a year with periodic training provided as changes of key staff occur.
 - c) Training will be brief to non-key staff to make staff aware of the Plan. Training will be provided once a year to maintain familiarity at one of the OCSHCN monthly staff meetings.
 - d) Training will be brief to new hires to make the new hires aware of the Plan. Training will be provided during New Orientation to familiarize new hires with the Plan. Additional training will be provided depending on whether the staff is considered key or non-key staff.
 - e) CRSA will ensure staff attends mandatory training by maintaining education tracking forms and sign-in sheets for Business Continuity and Recovery Plan training provided.
- 3) CRSA Business Continuity and Recovery Plan – Testing:
- a) To ensure that appropriate and timely testing of the CRSA Business Continuity and Recovery Plan is performed, by July 15th of each year, CRSA staff will create a current year plan for testing the CRSA Business Continuity and Recovery Plan using tabletop exercise procedures detailing the timeline for testing and what will be tested.
 - b) CRSA will document the testing procedures and results of the testing.
 - c) Further staff training and revisions or refinements in the Business Continuity and Recovery Plan will be made based on the testing, if necessary.

Approved:


CRSA Administrator

Date:

2/27/07

The Primary Position of Responsibility for this policy is the Office for Children With special Health Care Needs
Users are encouraged to suggest improvements regarding this policy and procedure.